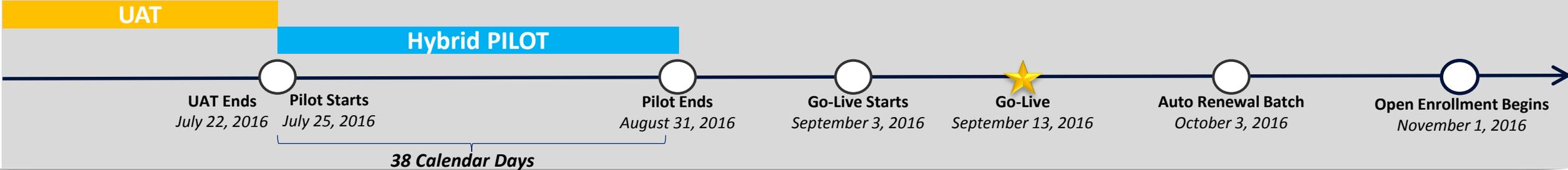


Hybrid Pilot Approach

Hybrid Pilot High Level Approach



The Hybrid Pilot will run as if it was a production environment and includes the following scope items:

Business Operations

- Targeted DHS Site: Pawtucket Local Office (2nd largest local office)
- Additional offices: HSRI Contact Center, EOHHS
- 13 Programs: SNAP, RIWorks, MAGI Medicaid, Complex Medicaid, CCAP, GPA, RCA, SSP, LTC, QHP/APTC, RiteShare, BCCP, Katie Beckett
- Business Process steps from Front office lobby through back office
- Local Office lobby management
- Central & Local Office Printing of notices
- Customer review for notices
- Central and local office scanning and indexing
- EBT Card & Check Printing
- Operation Reports/tracking

Production Support

- Command Center
- Local office site support
- Daily/Weekly Production Support Call with Field offices
- Scheduled Releases
- Data Fixes/Monitoring
- Daily/Weekly/Monthly Batches
- Critical Process Support
 - Redetermination
 - Interim reporting
 - Negative action
 - Bi-monthly/Monthly Issuances
 - Monthly QHP (834) Process

Infrastructure/Technology

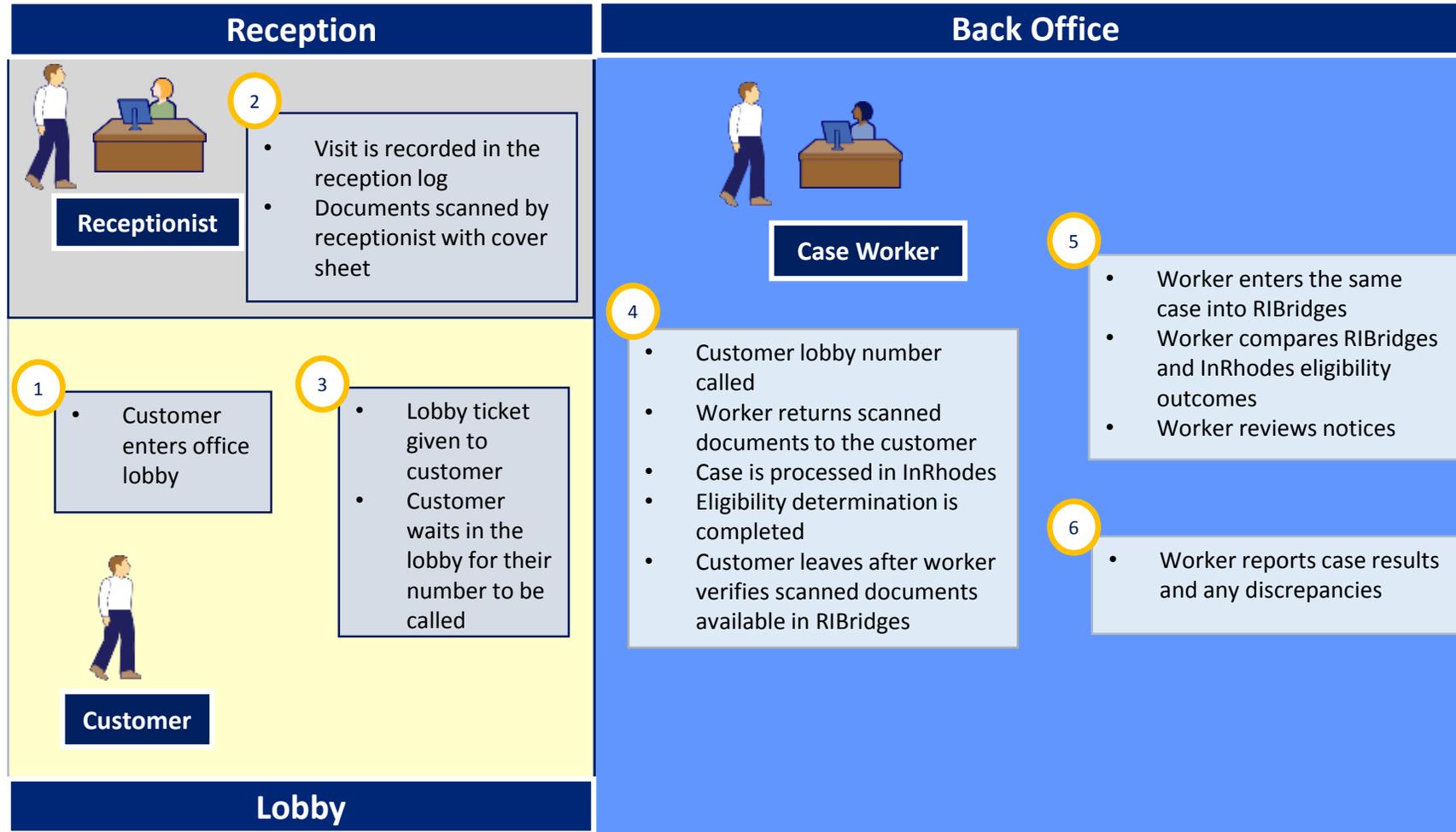
- Production size environment, SW & HW
- Emulate Performance/Load similar to production capacity for pilot offices
- Environments health check and monitoring
- Release /Code Deployment
- Critical System Functions and Interfaces
- Servers and Tool Monitoring and Reporting
- Environments Support
- Full Data Conversion from InRhodes and Exchange

Parallel Goals

- 2,200 DHS Cases + 600 HSRI Cases = **2,800 Total Cases**
- Daily Reporting of operational metrics, case progress and production incidents
- Comparison and validation of case outcome, eligibility determination, Benefit Issuance / Medicaid coverage, notices, batch results, and Interfaces



Pilot Office Operations

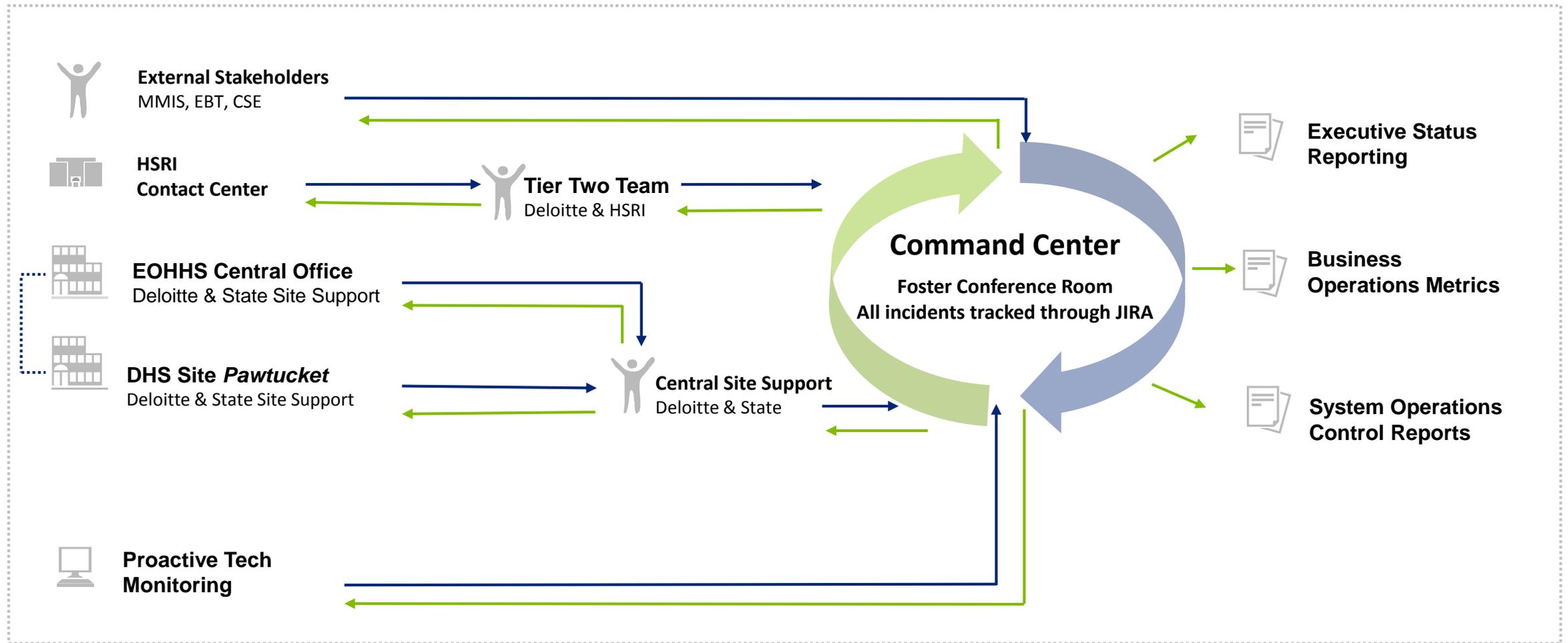


Nightly Processing

- 7**: Batches and Interfaces Executed
- 8**: Notices and Reports Generated

Hybrid Pilot Command Center Approach

The Hybrid Pilot will be operated by the Command Center as if it were live production



Information Inflow

Information Outflow